



Health Care Professional (HCP) External Complaints Form Risk Score Matrix

Categorisation and Complexity Risk Table	
N.B Low level issues (1&2) are recorded for trend analysis and acknowledged to the reporter Level 3 issues will be investigated and responded to within a maximum of 40 working days Level 4 / 5 issues will be investigated and responded to within a maximum of 60 working days	
Category	Description /examples
<ul style="list-style-type: none"> Serious 5 	<ul style="list-style-type: none"> Serious mis-management of patient care leading to death/life threatening illness/permanent injury/long term incapacity or disability (including staff being affected) Meets the criteria within the Serious Incident Framework. Delayed emergency response; Cat 1 calls Over 20 minutes Cat 2 calls Over 80 minutes Professional gross misconduct (refer to disciplinary extraction) Professional gross misconduct (refer to disciplinary extraction)
<ul style="list-style-type: none"> Major 4 	<p><u>Delayed emergency response;</u></p> <ul style="list-style-type: none"> Cat 1 calls Between 15 & 20 minutes Cat 2 calls Between 60 & 80 minutes Cat 3 calls over 180 minutes <p><u>Cat 3 HCP calls Over</u></p> <ul style="list-style-type: none"> 90 minutes for HCP31H 180 minutes for HCP32H 270 minutes for HCP43H 360 minutes for HCP44H Delayed PCS response (Speak to within 1 hour / Contact within 2 hour dispositions >60 minutes) Serious mis-management of patient care leading to moderate injury/illness requiring hospitalisation and prolonged recovery period (including staff being affected) National Media Interest
<ul style="list-style-type: none"> Moderate 3 	<p>Professional general misconduct (refer to disciplinary extraction)</p> <p><u>Delayed emergency response;</u></p> <ul style="list-style-type: none"> Cat 1 Between 10 & 15 minutes Cat 2 Between 20 & 60 minutes Cat 3 Between 120 & 180 minutes Cat 4 More than 180 minutes <p><u>Cat 3 HCP calls Over</u></p> <ul style="list-style-type: none"> 75 minutes for HCP31H 150 minutes for HCP32H
<ul style="list-style-type: none"> Minor 2 	<p>Staff attitude/conduct/behaviour falling below the standard expected by the Trust but on initial assessment is unlikely to constitute gross or general misconduct.</p> <p><u>Delayed emergency response;</u></p> <ul style="list-style-type: none"> Cat 1 Less than 10 minutes Cat 2 Less than 20 minutes Cat 3 Less than 120 minutes Cat 4 Less than 180 minutes Delayed PCS response (Speak to / Contact within 6 hour dispositions <60 minutes) Mis-management of patient care / incorrect advice with no consequences (including staff being affected).
<ul style="list-style-type: none"> Minimum 1 	<ul style="list-style-type: none"> Late transport causing minimal disruption Use of lights and sirens / driving standards with no consequences Referral to incorrect PCS with no consequences